



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Workforce Solutions
Bureau of Workforce Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies**

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BWP OPERATIONS MEMO

No.: 01-85

File: 1180

Date: 12/27/2001

Non W-2 ☒ **W-2** ☐ **CC** ☐

PRIORITY: Medium

SUBJECT: FOOD STAMP HANDBOOK ONLINE

CROSS REFERENCE: Food Stamp Handbook

EFFECTIVE DATE: Immediately

PURPOSE

This memo informs Food Stamp eligibility workers and supervisors of the conversion of the paper Food Stamp Handbook to a web-based version.

BACKGROUND

The Department of Workforce Development (DWD) continues to rely on the internet as a tool to disseminate policy for the programs it runs. The Food Stamp Handbook is the latest policy handbook to be converted to a web based handbook. This allows for immediate policy updates and ensures that each user is accessing the most current policy.

According to the IM contract, internet connectivity is required for all case workers, CARES coordinators, and policy coordinators. Agencies that do not provide internet connectivity to these staff are out of compliance and should immediately provide connectivity for workers at their workstations. Workers may be able to access the handbook in two other formats as long as one person in the agency has access to the internet.

WEB ADDRESS

The address, or URL, of the FS Online Handbook is:
<http://www.dwd.state.wi.us/desfshbk/handbook/>

WAYS TO ACCESS THE ONLINE HANDBOOK

There are 3 ways to access the web-based Handbook:

1. The online web-based handbook.
2. The handbook was created in a way so that it can be compiled into an Adobe Acrobat PDF file. This version of the handbook can be emailed to staff using an agency's internal email system and then saved to a computer's hard drive, or it can be put on a floppy disk and distributed manually.
3. The PDF version can be printed out and kept as a hard copy.

These last 2 methods are backup methods and are not recommended for everyday use of the handbook.

The last paper release of the handbook was made on November 1, 2001 as the 01-04 release. The green sheet of that release informed staff that the next release would be made to the online version. The paper handbook and the online version will be synchronized for about a month. One final paper green sheet will be released to inform staff that the paper handbook is obsolete and that users should access the handbook via the web. Green sheets will still continue to be issued, but they will be online only.

It's important to note that the handbook is on the *internet* (not DWD's partner page) and can be accessed from any computer with internet access. No security is required to access it. This feature makes access to food stamp policy convenient for recipients, advocates, and other interested parties.

The following are detailed instructions for using the online handbook. These instructions are also available on the website as the help text.

FOOD STAMP ONLINE HANDBOOK INSTRUCTIONS

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INTRODUCTION

The initial page of the application is divided into three sections, or frames. The header frame at the top contains the Department header and helpful links. There is a navigation frame to the lower left. The lower right content frame holds the state logo and policy. This document discusses each of these frames in turn and explains their function and their use.

SYSTEM REQUIREMENTS

You may use Netscape version 4 or Microsoft Internet Explorer (IE) version 4 or higher on either a Macintosh or a PC running Windows. Other browser and OS combinations may work, but **ONLY IE Explorer 4 or higher is supported** by the Office of Nutrition Services and Program Integrity (ONSPI). You must also have JavaScript enabled. This is a default setting. See your browser's documentation if you want to check if it has been disabled.

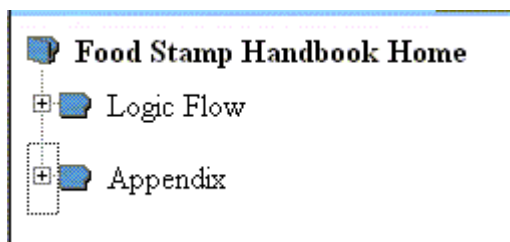
USING CARES AND THE HANDBOOK AT THE SAME TIME

You can easily have a session of CARES open at the same time as the online handbook if you have a Windows based PC. To move from CARES to the handbook, or vice versa, first make sure both CARES and the handbook are open. To move between applications, hold down the Alt key and hit the Tab key, release, and repeat until the blue box is around the application you want to use. Then release the Alt key and that application is available to use. Another way to do this is to click on the icon representing the application at the bottom of your Windows taskbar.

HANDBOOK NAVIGATION

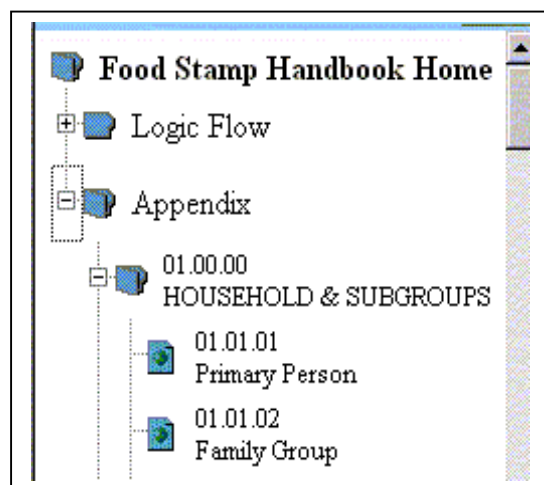
Navigation Frame

When the page initially loads, the navigation frame (lower left) looks like this:



This corresponds to the appendix found in the paper handbook. You may begin browsing the Appendix by clicking the plus graphic next to the Appendix folder. You can always see what is

inside a folder by clicking the plus graphic (+) next to the folder name. The folder opens and the plus (+) turns into a minus (-). Clicking on a folder itself will do nothing, except for the highest level folder called Food Stamp Handbook Home. That will take you back to the homepage. Here are some folders that are open:



If you want to close a folder, clicking on the minus (-) graphic will do that. Using the plus and minus graphics, you can browse the handbook to locate the section you are interested in. This format mimics Microsoft Windows Explorer. Folders may contain subfolders or files. Folders correspond to FS Handbook chapters, sections, and subsections. Files contain the food stamp policy, which appears in the content frame (lower right side) of the online handbook.

If you are browsing the Appendix and would like to browse the Logic Flow, click the Logic Flow link in the navigation frame. You may need to scroll to see the link. Similarly, if you are browsing the Logic

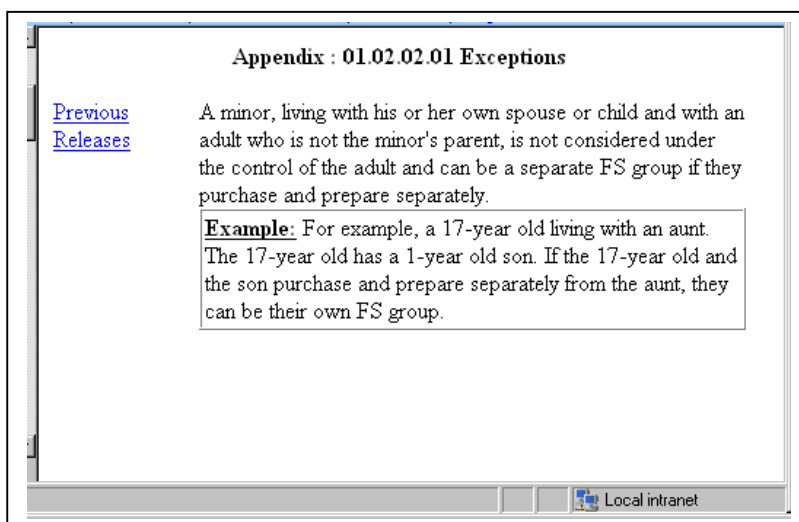
Flow and would like to browse the Appendix, click the Appendix link in the navigation frame.

Once you have located a section you wish to view, click on the file icon next to the section. The file icon appears immediately to the left of the section name. For example, in the previous graphic there are two file icons. Clicking on the first one would allow you to view the 01.01.01 Primary Person appendix section and clicking on the second would allow you to view the 01.01.02 Family Group appendix section.

Content Frame

When you click on a file icon, that section is loaded into the content frame on the right side of the screen. The content frame for "01.02.02.01 Exceptions" is shown here. The current page will always be shown at the top of the content frame.

This represents the current policy. You may click on the Previous Releases link to view the history of the section as it has changed over time. This opens a new window. Only changes made since the first release of 1999 (99-01) have been loaded. If a section has changed since 99-01, the previous policy will be listed verbatim in *reverse chronological order* with the date of the original release at the top. In other words, the most recent outdated text will be listed first, followed by any other outdated text.



Previous Releases

It's important to note that a section will have a previous releases item if the section has been altered ***in any way, including when typos are fixed***. The actual policy that changed will not be highlighted. To clearly see what was altered, go to the Green Sheets link for that release date and look for the explanation for that section. If there is no mention of a policy change for that section in a release, then a typo was probably fixed during the conversion process. In the future, fixed typos will be included on Green Sheets.

Links

Also note that the Appendix references are links. If you wish to view an Appendix reference, click on it. This takes you to that section. Also, as in the printed handbook, examples are boxed.

In Logic Flow questions, the text to the next question is also a link. This allows you to navigate Logic Flow units without using the navigation frame. An example is shown below:

[Previous Releases](#)

Is this a **categorically eligible** FS group?

If yes, go to the Unearned Income Unit.

If no, [go to 02](#).

Appendix References: [1.3.1](#) Categorically

In this case, the text “go to 02” is a link. Clicking on it will take you to Question 2 of the unit.

Back/Forward Buttons

As on other web pages, you may use the back or forward buttons to navigate through the handbook. If you are reading a policy and click on a link from that page, you will go to that new page. After reading that page, you may click the back button to go back to the original page.

Header Frame

The header frame looks like this:



The top portion is DWD's header. It contains links pertaining to DWD. On the second level are links that pertain to the handbook.

GREEN SHEETS

The Green Sheets link lets you view the green sheets for a particular release. These contain an explanation for the text that has changed at each release and are the electronic versions of the paper green sheets. They are listed in reverse chronological order. Green Sheets are listed here as HTML (web) pages for viewing. To print Green Sheets, see the PDF Versions section below. You may also print the Green Sheets here as HTML pages, but they may not be formatted properly. That's why the Green Sheets are also converted to PDF files and placed on the PDF Version link.

NOTIFICATION OF CHANGES

An email notification will be sent to policy and CARES coordinators when a change is made to the handbook. Also, CARES users will see a DXBM notification that a change has been made to the handbook. For other users who will not have access to these notification methods, the homepage will always show when the latest changes were made.

PDF VERSION

The PDF Version link lets you view all versions of the handbook and Green Sheets released since 99-01 in a PDF format. PDF files are Adobe Acrobat files that allow for easy printing and viewing of the entire handbook. Clicking on the PDF link will open a new window with a list of the available PDF handbook releases or green sheets. You must have Adobe Acrobat installed on your computer to view these files. Instructions for downloading the free version of Acrobat are found on the PDF Version link. If you have an older version of Acrobat, you should download the newest version, Acrobat 5.0, for ease of use. Directions below assume you are using that version.

To view the entire handbook, find the version you want and click on it. The most current version is on the top. This opens Acrobat in a new window. You may scroll through the document by using the scroll bar. Currently, the handbook is about 240 pages long in PDF format.

ACROBAT HELP

For more details on using Acrobat, there is a one page attachment at the end of this memo. Or, go to the help text in Acrobat for detailed help.

PRINTING THE HANDBOOK

To print the entire handbook, open the PDF version by clicking on the link. Click on the printer icon in Acrobat or go to File>Print and click OK. To print just a part of the handbook, find the specific page (s) you want to print and go to File>Print and select the radio button that says "Print Range>Pages from" and enter the page range you want to print. To print just one page, choose the "Current page" radio button.

ONSPI discourages the printing of the handbook since releases will be made more often than with the old, paper version. Staff may not realize that a section has been changed since the handbook was last printed. Always check the FS Online Handbook Homepage to see when a change was last made. There will be no more instructions for maintaining a printed version since Acrobat merely compiles all pages of the handbook and repaginates them.

SAVING THE PDF VERSION TO YOUR PC'S HARD DRIVE AS A BACKUP

The FS online Handbook can also be saved to your hard drive as a PDF file. This is the third way to access the FS Handbook. The other two are online via web pages, and as a hard copy after it is printed. This is the preferred method of having a backup copy of the FS Online Handbook.

To save a handbook or green sheet version to your computer, go to the PDF Version page and **right click** on the link corresponding to the document you want to save. **Left click** on "Save Target As..." and choose a directory (also known as a folder) on your computer to save the file. It is recommended that you create a folder called Food Stamp Handbook on your C: drive in which to store any saved versions.

SEARCHING THE HANDBOOK

The Search page provides a way to search the handbook. Enter a word or words in the search field and results or "hits" will show all of the pages that match. These are not necessarily in order of importance. A hypertext link will then take you directly to the file that contains the policy where the search criteria is mentioned.

Boolean expressions are allowed. They are limiting words such as "and", "or", and "not" that are common in web search engines. Searches are **NOT** case sensitive. All letters, regardless of how you type them, will be understood as lower case. For example, searches for "Food Stamp", "food stamp", and "FoOd StAmP" will all return the same results.

Other examples of searches and results follow:

Example 1 (plurals):

Search Text: asset

Finds about 53 hits that contain the word "asset" but not the word "assets."

Search Text: assets

Finds about 64 hits that contain the word "assets" but not the singular word "asset."

Example 2 (using Boolean expressions):

Search Text: asset and income

Finds about 19 hits that contain *both* the words asset and income but not necessarily pages that contain "asset" and "income" alone.

Search Text: asset or income

Finds about 100 hits that contain either the word "asset" or the word "income. "

Search Text: asset not income

Finds about 34 hits that contain the word "asset" but not the word "income." Pages that contain both words will not be listed.

Example 3 (using the asterisk *):**Search Text:** categorically

Finds pages that contain only “categorically.” Pages that contain “categorical” will not show.

Search Text: cat*

Finds pages that contain words such as “cat.”, “categorical”, “categorically”, and theoretically “Cathy”, “Cathode”, etc.

Hint: to find all pages on a topic that may be plural or have a different suffix, use the * after the root word. e.g. search asset* to find all pages with the word “asset” or “assets.”

An alternative way to search the handbook is to open the PDF version and click on the binoculars icon in Acrobat (the *find* function) on the toolbar and enter a word. Click Find. This will find the first instance of the word (if any). Click on the binocular icon with the arrow to find the next instance of this word. This method allows you to find a word in the order it's found in the handbook, starting with the logic flow. To start the search from a particular place in the handbook, go to the page where you want to start and repeat the process above.

RESOURCES

This links to The Office of Nutrition Services and Program Integrity (ONSPI) resource page. Links to state and federal agencies are found, in addition to secure sites for workers that contain training information, administrator's memos, operations memos, and forms.

ERRORS

If you find typos in the handbook, have problems accessing pages, or find bad hypertext links, click on the handbook contact link at bottom right side of the homepage. It's found under the state logo. This will allow you to send an email to the handbook writer. If you have questions regarding policy or CARES procedure, continue to contact the DWS CARES Information & Problem Resolution Center.

ATTACHMENT

Attached is a one page desk aid for using Adobe Acrobat.

CONTACTS

DWS CARES Information and Problem Resolution Center

Email: carpolcc@dwd.state.wi.us
Phone: 608-261-6317 (Option #1)
Fax: 608-266-8358

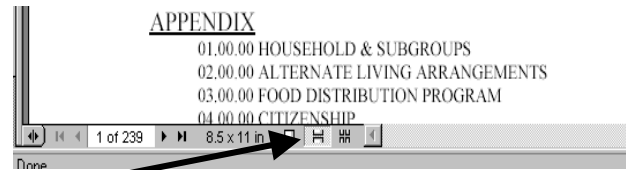
Note: Email contacts are preferred. Thank you.

Adobe Acrobat Basics for the FS Online Handbook

These instructions are for version 5.0 of Acrobat. To download that version, go to <http://www.adobe.com/products/acrobat/readstep2.html>

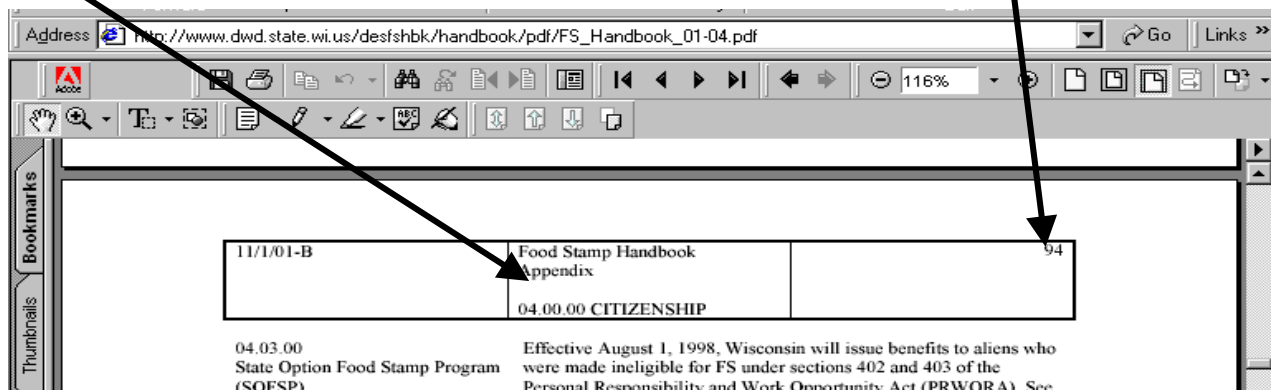
Moving Around

- 1) The **hand icon** lets you scroll around a page or pages by left clicking, holding, and moving the mouse. When you open a PDF document, the hand is chosen by default. To scroll from page to page with the hand, make sure the **continuous scrolling icon** is selected. This appears at the bottom of the screen. Look under the word "Citizenship" in this screen shot. The continuous scrolling icon in the middle is a lighter shade, meaning it is selected. Hold your cursor over icons to see what they're called. Select this if it isn't already selected.
- 2) You can also move around by selecting the scroll bar that's always on the right side of the screen.
- 3) You can click in the pages field in the bottom left of the screen and enter a specific page number. Hit enter to go to that page number.
- 4) Click on the arrows next to the page number here to advance forward or backward.
- 5) Finally, as with other Windows applications, you can hold the Control and Home keys down together to go to the beginning or hold the Control and End keys down together to go to the end of the document.



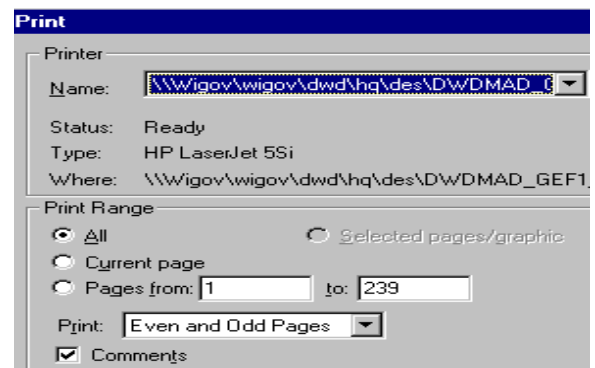
Where Am I?

The current page is always listed in the bottom left corner (see above). This version of the handbook has 239 pages. The page number is also listed in the upper right hand corner of the food stamp PDF documents. The specific chapter of the handbook is found at the top of each page.



Printing

Acrobat allows you to print all or part of a PDF document. To print, go to File>Print and choose either to print the whole document (Watch out! This is the default setting), the current page (the page you last clicked on), or a range of pages. To print a range, you must know the beginning and ending page numbers.



Searching

Click on the **binoculars icon** in Acrobat (the *find* function) on the toolbar at the top and enter a word. Click Find and enter the word(s) you want to find. This will find the first instance of the word(s) (if any). Click on the **binoculars icon with the arrow** (the *find again* function) to find the next instance of the word(s). This method allows you to find a word in the order it's found in the handbook, starting with the logic flow. To start the search from a particular place in the handbook, go to the page where you want to start and repeat the process above.

